

IN CASE OF ERRORS OR INQUIRIES ABOUT YOUR STATEMENT

Notify Us in Case of Errors or Questions About Your Statement

If you think your statement is wrong, or if you need more information about a transaction on your statement, send your written notice to:

**State Employees Credit Union of NM
813 St. Michael's Drive
Santa Fe, NM 87505**

Write to us as soon as possible. We must hear from you no later than 60 days after you have received your statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- 1. Your name and account number.**
- 2. The dollar amount of the suspected error.**
- 3. Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.**

If you have authorized us to pay your Loan Account automatically from your share account, checking account, or through payroll deduction, you can stop the payment on any amount you think is wrong. To stop the payment, your letter must reach us three (3) business days before the automatic payment is scheduled to occur.

Your Rights and Our Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within ten (10) business days after we receive it from you and will correct any error promptly (20 business days for new accounts less than 30 days old). If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or questions; up to 90 days for point-of-sale or international transaction. If we decide to do this, we will re-credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not re-credit your account, but we will continue to investigate the dispute.

After we receive your letter, we cannot try to collect any amount you question, or report your account as delinquent. We can continue to send statements to you for the amount you have questioned, including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your statement that are not in question.

If we find that we made a mistake on your statement, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a letter stating the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten (10) days telling us that you still refuse to pay, we will notify all of those to whom we reported you as delinquent, that you still have a question on your statement. We will also supply you with the information as to who we have reported you to. When this matter has been finally settled we must report that the matter has been settled between us.